

# STAR of New Orleans

**cada**

**COUNCIL ON ALCOHOL  
& DRUG ABUSE**  
For Greater New Orleans  
A United Way Agency



**LSU**

**Health Sciences Center**

# STAR of New Orleans

The STAR of New Orleans project is a collaboration between:

- CADA as the grant administrator,
- Bridge House as the provider organization and,
- LSU Health Sciences Center as the research institution.

# Provider Organization: Bridge House

- Clients:
  - Homeless and Indigent Clients
  - Males only
- Largest facility in Louisiana (130 beds)
  - Residential
  - New: IOP, Outpatient
- Funding sources:
  - 88% Bridge House's Businesses, Fundraising
  - 7% State, County, or Local Grants
  - 5% Federal Block Grants

## Issues impacting access & retention

1. Multiple staff responsible for intake assessments:
  - Inconsistent screenings, information collected.
  - Inefficient admission process.

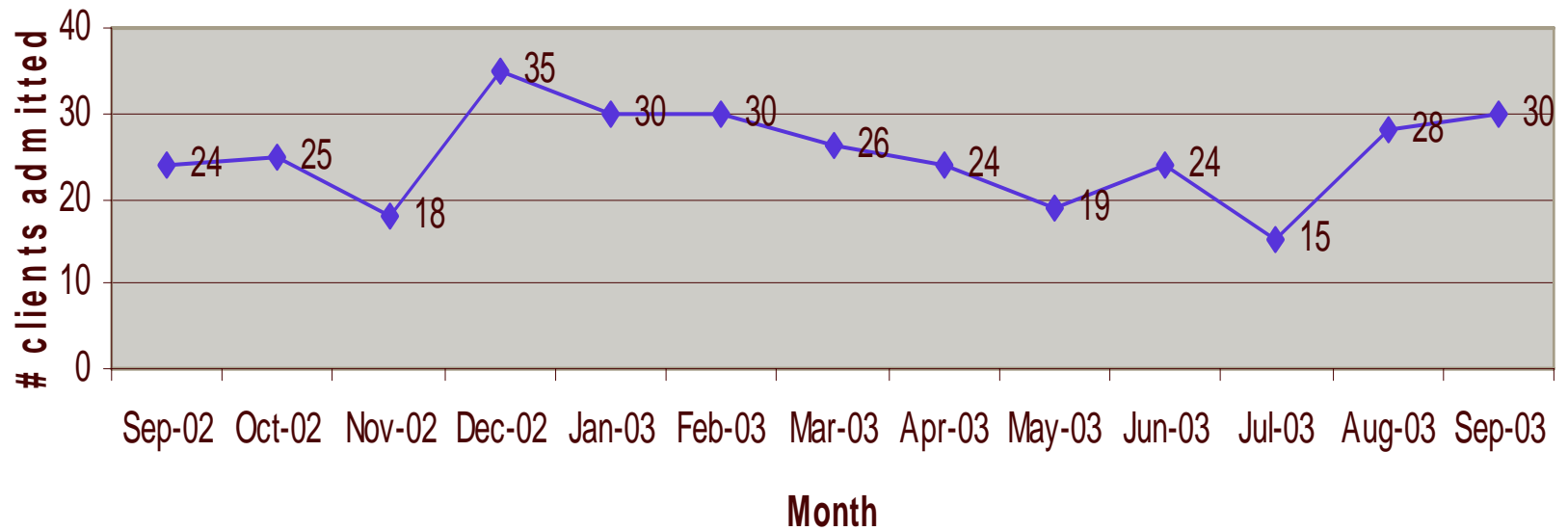
*Response: Hire full time admissions counselor*

2. Policy on Length of Stay: 1-year commitment:
  - Elicits client resistance, thus decreases admissions/retention.

*Response: Dissolve policy*

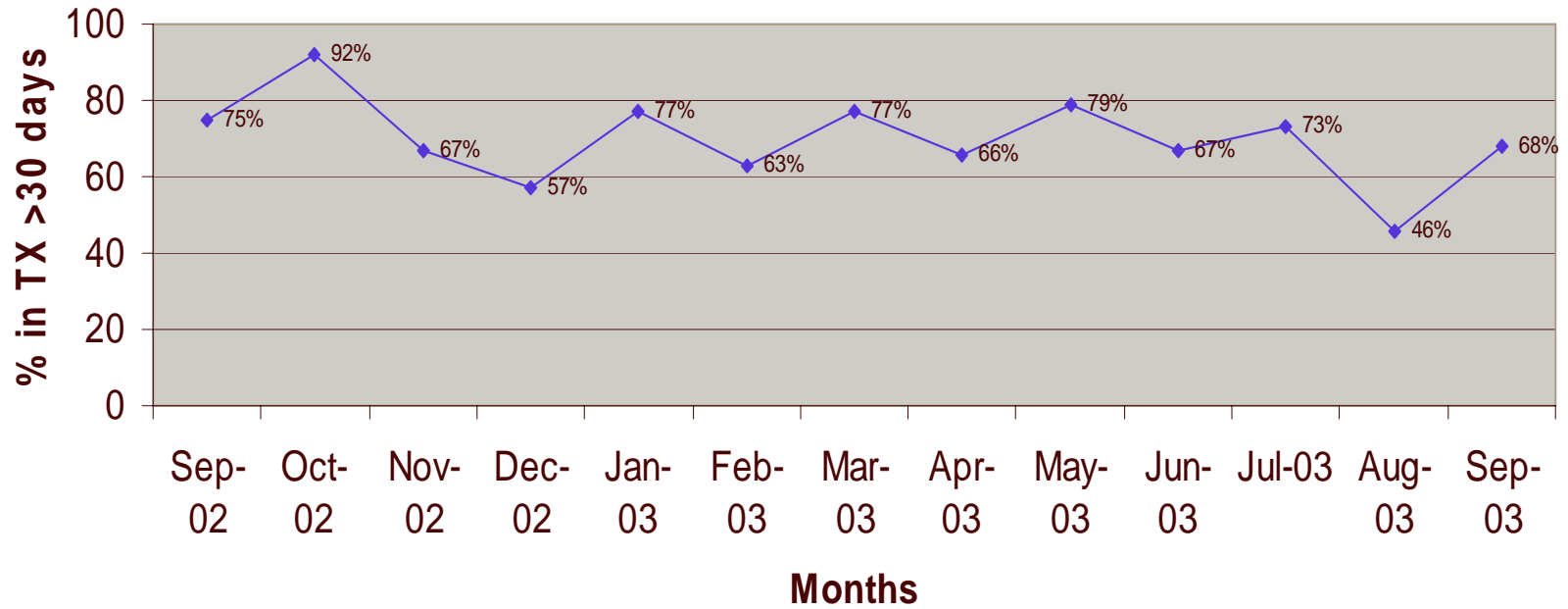
# Results

*Number of Clients Admitted Per Month  
September 2002 - September 2003*



# Results

*Percentage of Clients in Treatment More Than 30 Days:  
September 2002 - September 2003*



# Explanation/Interpretation of Results

- Admissions Counselor:
  - Position turnover
  - Availability of beds
  - “SATIS” Client Database implemented May 2003-  
influenced data
- 1-year Commitment Policy Change:
  - ???
  - Client anecdotes

# Future Goals

- Decrease client data collection redundancy:
  - Increase Counselor/Client Contact.
- Increase Admission Counselor's and Clinical Staffs' MET skills:
  - Adequately develop treatment plans tailored to client needs in order to deliver client-specific treatment.
- Continue adoption of MET:
  - Redirect treatment choices to ones that are client determined and not agency mandated.